



# Inspire Integrative Medicine General Office Policies

*Updated: 10/2025*

## Appointment Cancellation and Rescheduling Policy

- **24-Hour Notice:** We require at least 24 hours' notice for all non-emergent appointment cancellations and rescheduling requests.
- **Missed Appointments:** Cancellations or rescheduling within 24 hours of your appointment may be considered a missed appointment.
- **Cancellation Fee:** A fee will be charged for missed appointments:
  - **Non-wellness appointments:** \$50
  - **New patient or wellness appointments:** \$100
- **Policy Violations:** Repeated violations of this policy may lead to termination from our practice.

## Late Arrival Policy

We understand that occasional delays can occur. If you arrive late for your appointment, we will do our best to accommodate you within the remaining appointment time, while also respecting the schedule of our next patient.

However, please note the following:

- New patients who are more than 10 minutes late will be asked to reschedule.
- Established patients who are more than 15 minutes late will be asked to reschedule.

## Multiple Appointments on the Same Day

Inspire Integrative Medicine allows patients to schedule several appointments with different providers on the same date. However, please note that some insurance companies may not cover these additional visits. In such cases, patients will be required to sign an Advanced Beneficiary Notice (ABN), accepting financial responsibility for any services not covered by their insurance. For more details, please refer to the "Non-covered Services" section.

## Prescription Refills

For the fastest service, please contact your pharmacy directly for refill requests. If your pharmacy requires authorization, they will forward a request to our office. You can also submit refill requests through our patient portal if you are unable to reach your pharmacy.

Please allow two business days for refill requests to be processed. We recommend submitting your request with sufficient notice, as general refills are not considered urgent. Please be aware that prior authorizations from your insurance plan may extend the processing time.

## Patient Portal Usage Guidelines

Our secure patient portal allows you to conveniently communicate with your provider and our office staff. You can expect a response to your messages within 2 business days. For urgent medical concerns, please call the office directly. ***In a medical emergency, do not use the patient portal, please call 911 immediately.***

The patient portal is designed for brief communications only, such as:

- Clarifying instructions from a recent appointment
- Requesting medication refills
- Addressing billing questions

Please note that the portal is not appropriate for discussing new medical issues or engaging in lengthy discussions about ongoing medical conditions. For these types of concerns, an appointment will be necessary to ensure our providers can adequately address them.

## Work and School Notes

Inspire Integrative Medicine only provides work/school notes to patients who have had a recent visit for the condition requiring the note. The provider reserves the right to determine the duration of the note.

## Understanding Your Visit & Insurance Coverage

We offer various visit types to address your healthcare needs. Understanding these categories and how they relate to your insurance is crucial:

- **Annual Preventative Physical (for commercial plans):** This yearly check-up focuses on preventive care, including a physical exam and health risk assessment. Most commercial plans cover this with no copay or deductible. However, if new illnesses are discussed or chronic conditions are managed during this visit, those services will be billed separately as a standard office visit and may incur your regular copay.
- **Medicare Annual Wellness Visit (AWV):** This yearly appointment is designed for preventive care, health planning, and risk assessment, rather than treating current illnesses. Your provider will review your health history, medications, and lifestyle to create a personalized plan for screenings, immunizations, and other preventive services. This is a covered service by Medicare. If new illnesses are discussed or chronic conditions are managed during this visit, those services will be billed separately as a standard office visit and may incur your regular copay.
- **Well Woman Exam (WWE):** This preventive healthcare visit for women focuses on

maintaining and improving overall health and reproductive well-being. It includes a review of your general and sexual health history, current medications, family planning counseling, hormone and menopause counseling, a physical exam, and, if necessary, laboratory or other testing (such as a PAP test).

- **Office Visit:** An office visit is a focused appointment where a provider addresses a specific health concern. This could involve treatment for an acute illness, follow-up care for chronic conditions or medications, or a review of recent test results. Please note that these visits may be subject to a co-pay, co-insurance, or deductible, depending on your medical insurance plan.
- **Medical Nutrition Therapy (MNT):** Medical Nutrition Therapy (MNT) utilizes specific nutrition services to address illness, injury, or other conditions. These services encompass nutrition therapy, counseling, and specialized nutrition supplements. Insurance coverage for MNT can differ based on the insurer and individual plans. For Medicare beneficiaries, MNT is generally covered only for those diagnosed with Chronic Kidney Disease (CKD) or Diabetes. Patients are advised to contact their insurance plan directly to confirm their coverage details.

## Billing & Coding Policy

Patients or their legal representatives are responsible for understanding the services covered by their health plan. Inspire Integrative Medicine's office and providers are not responsible for this knowledge.

Billing and coding inquiries should be directed to Inspire Integrative Medicine's administrative staff, not your provider. For issues beyond our control, please contact Privia Support's billing customer service at (888) 774-8428.

## Non-Covered Services

Please be aware that not all medical services are covered by insurance providers, including Medicare and other commercial plans. This may apply to services you request or that your healthcare provider recommends. If you will be receiving a service or supply that may not be covered, you will be given an Advance Beneficiary Notice (ABN), also known as a waiver of liability, beforehand. Patients are required to sign this waiver, accepting financial responsibility for these potentially uncovered services, prior to them being rendered.

## No Surprises Act

For self-pay patients, we are required to provide a Good Faith Estimate of expected charges at the time of service, as mandated by the No Surprises Act. Our front desk staff will provide you with this estimate.

## **Controlled Substances**

Our providers may prescribe controlled substances, such as narcotics, stimulants, benzodiazepines, and hypnotics, on a limited, discretionary basis. These prescriptions will only be issued during a scheduled appointment and will not be refilled via phone or patient portal requests.

Patients requiring these medications must sign a controlled substance agreement with their provider, which will outline a schedule for required appointments. Drug screenings may also be requested at these scheduled visits.

For chronic pain management involving narcotics, patients will be referred to a pain management specialist.

## **Form Fees**

A \$25.00 fee applies to the completion of all forms. Please note that certain forms, such as those for adoption, FMLA, disability, or health care assessments for assisted living, may necessitate an in-office or telemedicine visit for completion, at the discretion of your provider.

## **Primary Care Provider Changes**

Inspire Integrative Medicine fosters a collaborative environment among its providers, all of whom are available to provide immediate care to any patient. Patients may switch primary care providers only if the desired alternative provider is currently accepting new patients.